GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

STARRED QUESTION NO:40
ANSWERED ON:19.02.2003
DELIVERY OF MAIL
HARIBHAI PARTHIBHAI CHAUDHARY;MADAN PRASAD JAISWAL

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government have received any complaints regarding delayed-delivery/non-delivery/wrong delivery of mail to the public by the post-offices;

(b) if so, the main reasons therefor; and

(c) the action taken/proposed to be taken by the Government in this regard?

Answer

THE MINISTER FOR COMMUNICATIONS & INFORMATION TECHNOLOGY AND DISINVESTMENT (ARUN SHOURIE)

(a) to (c): A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (c) OF LOK SABHA STA QUESTION NO. 40 FOR 19TH FEBRUARY, 2003 REGARDING DELIVERY OF MAIL.

There are complaints of occasional delay, non-delivery and wrong delivery but these are few compared to the total quantum of mail handled. During 2001-2002, 71,038 complaints relating to late-delivery and wrong delivery of mail were received while 11144 millions pieces of mail were handled by the Department. The percentage of complaints in reference to the total traffic was thus 0.0006%.

Among the factors responsible for late delivery of mail, several are beyond the control of the Department like cancellation/late running of mail carrying planes, trains and buses, natural calamities, civil disturbances, like bandhs. Similarly, regarding non-delivery and wrong-delivery of mails, incomplete/wrong address, absence of PIN Code etc. also are contributory factors.Instances of human failure on the part of departmental staff also come to notice some time, and these are suitably dealt by the Department.

Efforts are being made continuously to improve mail delivery service. The following are among the specific steps taken by the Department in this regard:

(i) Installation of Automatic Mail Processing Centres at Mumbai and Chennai for speedier processing of large volume of mail;

(ii) Computerization of Registration Sorting work at major mail centres;

(iii) Computerization of Transit Mail Offices in a phased manner;

(iv) Segmentation of mail into various channels, called Green Channel, Metro Channel, Rajdhani Channel, Business Channel and Periodical Channel etc., for quicker segregation, transmission and faster delivery;

(v) Regular monitoring of mail routing and delivery by posting Test Letters and Trial Cards;

(vi) Rationalisation/restructuring of delivery, with a view to deploying adequate manpower in the expanding urban agglomerations;

(vii) Surprise cheks on delivery of mails by supervisory staff and officers;

(viii) Live Mail Survey at regular intervals both in rural and urban areas to identify weak links & streamline and improve mail transmission-delivery system.

(ix) Regular co-ordination meetings with Airlines, Railways and State Road Transport authorities to sort out problems relating to transmission of mails;

(x) Encouraging pre-sorting of mails by the bulk-mailers.

(xi) Educating the customers for installation of Mail Boxes on the ground floor of multi-storeyed buildings;

(xii) Preparation of triplicate registerd lists in the destination mail offices for bulk mailers to reduce the load on the delivery post office

and speed up delivery of such mails;

(xiii) Setting up of 230 Computerised Customer Care Centres and on-line processing of public grievances through our website for speedier disposal of public complaints;

(xiv) Release of Citizen`s Charter expressing commitments, obligations and service norms to serve the customers better and sensitising the employees about these norms;

(xv) Reduction in time limit for settlement of complaints based on induction of technology and revised procedure of handling of complaints.

(xvi) Organizing special drives for focussed management attention to delivery of registered articles from time to time.